

VOICE MAIL RFP 06-060 AAB
SUBMITTED QUESTIONS AND ANSWERS 6/28/2006

Q#	Section and Page #	Question	Answer
1.	Section C, page 9, Engineering and Installation; page 13, Product or Services; page 16, Payment Schedule, Sequence 5	<p>Please clarify Part C, page 16, Sequence 5</p> <p>How would a trouble ticket or system alarm reset the 45 day payment period? Example of trouble tickets that could be generated by customers and possibly reset payment schedule.</p> <p>Trouble Ticket: Cannot get voice mail messages</p> <p>Example of non-voice mail problems:</p> <p>Network - network outage, network spikes, links down ..,</p> <p>End-user error - forgot password, entered wrong digits..,</p> <p>Cell phone - poor signal, static, line drop..,</p> <p>Would these type of trouble tickets or alarms reset the payment schedule even though the "Voice mail system operates as designed and intended"?</p>	<p>The 45 day clock would be reset if the voice mail system generated a trouble ticket or an alarm where the issue was caused by the voice mail system. For example, if the complaint is "Cannot check voice mail", and the problem was either the end user dialed the wrong number or the circuits connecting to the voice mail system were down, this trouble ticket would not reset the clock as the trouble was not with the voice mail system. If the resolution was determined to be a defective circuit interface card or improper programming in the voice mail system, the trouble ticket would reset the 45 day clock.</p> <p>.</p>